



Mary Maderich <marym@cesa12.org>

Fw: response from Diocesan Advocates

1 message

Principal <Principal@ourladycs.org>
To: Mary Maderich <marym@cesa12.org>

Thu, Jul 20, 2017 at 12:28 PM

Betty Swiston

Our Lady of the Lake School

Ashland WI 54806

Phone: 715-682-7622

From: Peggy M. Schoenfuss <pschoenfuss@catholicdos.org>
Sent: Thursday, February 16, 2017 3:25 PM
To: Ric Johnson; Principal
Subject: response from Diocesan Advocates

Here's a partial response from John Johnston on the 2015 filing and \$200. He'll be formalizing a response for all of our schools regarding the 2016 and 2017 filings.

I received an email from Lady of the Lake, Betty Swiston. She, herself, filed for their 2015 E-rate refund. This is before we were contracted by the diocese. Their vendor, Centurylink, called to let them know that she had filed a BEAR form for that year, but had not received any reimbursement. Ms. Swiston, said that Diocesan Advocates were hired to handle E-rate for them which is correct, but starting last year, not 2015. I called Ms. Swiston, we talked, and said I would look into the 2015 refund and let her know what the status was. I did a search and saw she was entitled to a refund of \$1,880. I checked with our processors to see what they could tell me of the holdup. I was informed that most likely the 472 had not been filed, along with a number of other forms, but the main form being the 472. I called Ms. Swiston back, and explained the situation to her. I then asked her, since we have no contract for 2015, if she would like us to handle the balance of that year's processing for her. I told her that I would have to pay our processor, and would a fee of \$200.00 be okay? This will take at least several hours to file and follow-up. Without hesitation she said yes, please do so. I asked for her PIN number and we are submitting for

her refund. I thought I was helping her out and basically charging as minimal a fee as I could.

Peggy M. Schoenfuss

Peggy M. Schoenfuss
Diocese of Superior
Director of Catholic Formation
Superintendent of Schools
Bishop Hammes Center
315 W. 5th Street
P.O. Box 280
Haugen, WI 54841
715-234-5044 ext 4405

A society can be judged by the way it treats its children. All of us are always children, in need of help, love and forgiveness, which are the conditions in order to enter the Kingdom of God. – Pope Francis



Universal Service Administrative Company
Schools & Libraries Division

Form 472 (BEAR) Notification Letter

March 3, 2017

Katie Bostick
CenturyLink Corporation (FKA Embarq)
100 CenturyLink Drive
Monroe, LA 71203

Re: Invoice Number - as assigned by USAC: 2538480
Service Provider Identification Number: 143019614
Reimbursement Form Number: Sup-OLOL-Y15
Billed Entity Number: 63066

Betty Swiston
OUR LADY OF THE LAKE SCHOOL
215 LAKE SHORE DR E
ASHLAND, WI 54806

Preferred Mode of Contact: E-mail at principal@ourladycs.org
Total Amount of Reimbursement Approved for Payment: \$0.00

This letter is your notification that the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has processed an FCC Form 472, "Billed Entity Applicant Reimbursement (BEAR)" Form from the above named applicant listing you as the service provider. USAC has committed to reimburse the discounted portion of the cost of eligible services provided to eligible entities pursuant to one or more FCC Forms 471, "Description of Services Ordered and Certification Form".

In certain instances, a line may not have been paid. Review the BEAR Letter Applicant Reimbursement Report (Report) following this letter for the reason(s) this may have occurred. For more information about lines that have not been paid, see the explanation of Invoice Error Codes in Step 9 on our website. Work with the applicant (your customer) to correct any errors. Once corrected, your customer may submit a new BEAR using the BEAR Online tool from the Apply Online area or Required Forms section of our website to request reimbursement for any unpaid lines.

If a new BEAR cannot be submitted before the invoice deadline passes, you or your customer may submit a request for a deadline extension. (See "Invoice Deadlines and Extension Requests" posted in the SLD section of our website for more information.)

TO APPEAL THIS DECISION:

If you wish to appeal a decision in this letter to USAC, your appeal must be received by USAC or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. In your letter of appeal:

1. Include the name, address, telephone number, fax number, and email address for the person who can most readily discuss this appeal with us.
2. State outright that your letter is an appeal. Include the following to identify the USAC decision letter (e.g., FCDL) and the decision you are appealing:
 - Appellant name,
 - Applicant name and service provider name, if different from appellant,

DUPLICATE LETTER

- Applicant BEN and Service Provider Identification Number (SPIN), - FCC Form 471 Application Number and the Funding Request Number (FRN) or Numbers as assigned by USAC,
- "Funding Commitment Decision Letter for Funding Year 2015," AND
- The exact text or the decision that you are appealing.

3. Please keep your letter to the point, and provide documentation to support your appeal. Be sure to keep a copy of your entire appeal, including any correspondence and documentation.

4. If you are the applicant, please provide a copy of your appeal to the service provider(s) affected by USAC's decision. If you are the service provider, please provide a copy of your appeal to the applicant(s) affected by USAC's decision.

5. Provide an authorized signature on your letter of appeal.

We strongly recommend that you use one of the electronic filing options. To submit your appeal to USAC by email, email your appeal to appeals@sl.universalservice.org or submit your appeal electronically by using the "Submit a Question" feature on the USAC website. USAC will automatically reply to incoming emails to confirm receipt.

To submit your appeal to USAC by fax, fax your appeal to (973) 599-6542. To submit your appeal to USAC on paper, send your appeal to:

Letter of Appeal
Schools and Libraries Division - Correspondence Unit
30 Lanidex Plaza West
PO Box 685
Parsippany, NJ 07054-0685

For more information on submitting an appeal to USAC, please see "Appeals" in the Schools and Libraries section of the USAC website.

The maximum remaining amount available for each Funding Request Number (FRN) listed on the Report will be the original commitment less the amount approved herein for reimbursement and less any earlier disbursements to your customer.

PLEASE NOTE: The type of invoice form (BEAR or SPI) for the funding year is established by the receipt and approval of the first invoice submitted for the FRN for the funding year. For example, if we successfully process a BEAR for an FRN, we will not approve a SPI for that same FRN at a later time.

Please see the Guide to Letter Reports posted on our website for an explanation of the items listed in the attached Report.

COMPLETE PROGRAM INFORMATION is posted on our website. You may also contact our Client Service Bureau using the "Submit a Question" link on our website, toll-free by fax at 1-888-276-8736 or toll-free by phone at 1-888-203-8100.

Schools and Libraries Division
Universal Service Administrative Company

CC: OUR LADY OF THE LAKE SCHOOL

BEAR NOTIFICATION LETTER APPLICANT REIMBURSEMENT REPORT

Form 471 Application Number: 1007629
Funding Request Number: 2735760
Funding Year 2015: 07/01/2015 - 06/30/2016
Contract Number: MTM
Funding Commitment Decision: \$1818.36
Reimbursement Amount for this FRN: \$0.00
Reimbursement Request Decision Explanation:
Invoice Received Date [02/24/2017] Later Than;
